



Local Plans

Minnesota's Workforce Development System under WIOA

Program Years 2016 & 2017

Submitted by

LWDA:

Local Workforce Development Area Minneapolis #10

Department of Employment and Economic Development

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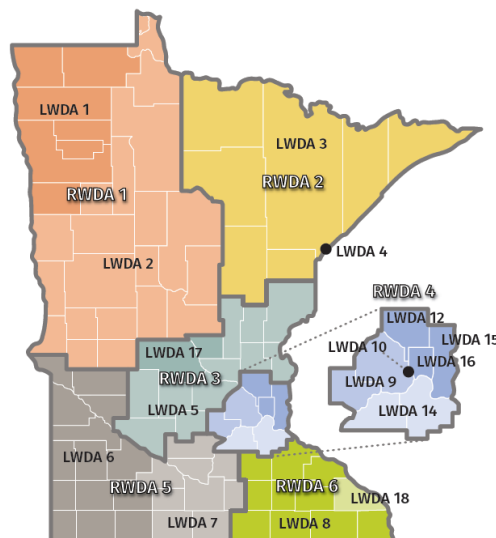
INTRODUCTION

The purposes of the WIOA are the following:

- (1) To increase, for individuals in the United States, particularly those individuals with barriers to employment, access to and opportunities for the employment, education, training and support services they need to succeed in the labor market.
- (2) To support the alignment of workforce investment, education and economic development systems in support of a comprehensive, accessible and high-quality workforce development system in the United States.
- (3) To improve the quality and labor market relevance of workforce investment, education and economic development efforts to provide America's workers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages and to provide America's employers with the skilled workers the employers need to succeed in a global economy.
- (4) To promote improvement in the structure of and delivery of services through the United States workforce development system to better address the employment and skill needs of workers, jobseekers and employers.
- (5) To increase the prosperity of workers and employers in the United States, the economic growth of communities, regions and states and the global competitiveness of the United States.
- (6) For purposes of subtitle A and B of title I, to provide workforce investment activities, through statewide and local workforce development systems, that increase the employment, retention and earnings of participants, and increase attainment of recognized post-secondary credentials by participants, and as a result, improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet the skill requirements of employers and enhance the productivity and competitiveness of the Nation.

Workforce Development Areas

Minnesota has designated six Regional Workforce Development Areas (RWDAs) in the state that represent a combination of Local Areas, as defined in WIOA, and Economic Development Regions, as defined in other federal law. These Workforce Development Areas have been approved and adopted by the Governor and the chief local elected officials of the Local Areas.



Each Regional Workforce Development Area is responsible for submitting a Regional Plan, inclusive of the Local Plans of the Local Workforce Development Areas. The Regional and Local Plans will align with the strategic vision set by the Governor, address the regional needs of the workforce and business communities and comply with the planning requirements as determined by the State of Minnesota's Department of Employment and Economic Development and the U.S. Department of Labor and applicable federal and state statutes.

Minnesota's Vision for the Workforce Development System

Vision Statement:

A healthy economy, where all Minnesotans have or are on a path to meaningful employment and a family sustaining wage, and all employers are able to fill jobs in demand.

This vision statement was developed through Minnesota's participation in the National Governor's Association's Policy Academy on Career Pathway Models. Minnesota's effort engaged seven state agencies and has influenced workforce development thinking at the system level. It is fitting to continue to move forward with pursuing the implementation of WIOA under this inclusive effort.

Mission:

The creation of a Career Pathway System that aligns local, state and federal resources, policies and services to meet the workforce needs of business and industry and improves access to employment, education and training services for Minnesota's current and future workforce.

Rationale:

The economic conditions of the 21st century require a more responsive approach to meeting the needs of business and industry; and the growing diversity of the workforce population. As economies become more global, competition will continue to increase and pressures on the inputs of production, specifically the timing, availability and skill base of the workforce. Rediscovering the value proposition of the Workforce Development System is critical to responding to the 21st century economy.

A Career Pathway System approach will position the needs of a skilled workforce at the center of the system, recognizing the important role of a "dual customer" approach – businesses and workers. Businesses will lead sector strategies that address the most critical growth needs in occupations that support family sustaining wages. The diverse needs of workers will impact the design and delivery of employment and training programs and services to fulfill these employment needs and their career goals.

SECTION B: LOCAL PLAN

Strategic Operations: *The core elements of strategic operations focuses on operating policies and procedures related to the one-stop system and physical locations of service delivery.*

1. Describe how local area boards will work with each other, core title providers and available data to designate at least one WorkForce Center per local workforce development area and make recommendations on recognizing affiliate and standalone partner sites.

The current locations of WorkForce Centers within Workforce Development Area (WDA) #10 serve our demographic targets well at this time.

The Workforce Development Boards of the Twin Cities anticipate taking two steps together during the coming year: a) an informal review of service locations relative to population/demographic needs; and, b) consideration of shared criteria for recognizing affiliates among partners and contracted community-based providers. These analyses will be conducted jointly by all metro area Boards with results considered collectively by the regional oversight group identified in the regional plan.

2. Describe the strategies to ensure proper connectivity and coordination among the **physical sites** within the local workforce development area.

WDA #10 has a service delivery system that extends beyond the one-stop locations and provides direct services throughout Minneapolis neighborhoods with programming funded by WIOA and many other sources. Shared staff responsibilities across providers and programs help assist with ongoing coordination and cooperation amongst and between providers. Our extensive network of providers offer some common programs, services and activities but also provides unique opportunities. The sites are physically separate but share information and connections for their customers through staff communication, information sessions, marketing materials and online via websites. Each site is able to provide customers with connections to WIOA programs and services in addition to many other resources.

WDA #10 works in partnership with the Minneapolis WorkForce Centers and the Minnesota Department of Employment and Economic Development (DEED) at the Minneapolis one-stop locations to publish a bi-monthly Job Seeker bulletin to share information with the public about the full range of opportunities for employment and training services available throughout the city of Minneapolis. The Job Seeker Bulletin is an e-newsletter that is provided to jobseekers, career counselors, and workforce development professionals with information on the latest job and career fairs, hiring and training events, job training programs, links to job listings, and tips for jobseekers in today's ever changing job marketplace.

3. Describe the strategies to ensure proper connectivity and coordination among the **service providers** within the local workforce development area.

WDA #10 staff will continue to convene regularly scheduled face-to-face meetings with WIOA Adult and Dislocated Worker employment service provider staff. The purpose of these informal meetings is to cover policy and procedural topics in a discussion format. Service providers are encouraged to share issues they are encountering with the group so that other providers can share their best practices for

resolving those challenges. Future meeting agendas will likely be expanded to include additional partners in the local area who can provide information about and connections to other grants to share information and facilitate coordination among employment services in the one-stop system.

Further, the new North Minneapolis location at 800 West Broadway will be guided by an operational charter that has been designed by a multi-agency planning team that met for over a year. The operational charter was developed as a result of extensive community engagement and input. The charter identifies several concepts that will be implemented at this location such as the “No Wrong Door” approach that expects staff to help people find what they are looking for; using a “Community as Campus” approach to working with individuals to avoid duplication with other agencies; and offering interdisciplinary training for tenant staff. These strategies will help ensure the connectivity and coordination of service providers in the physical one-stop location.

4. Describe other strategies that will be used to maximize services and access to services, such as non-traditional hours or using partner facilities.

WDA #10 uses a community-based network approach to meet the needs of diverse job seekers in Minneapolis. Between 10–15 affiliated site throughout Minneapolis are available for job seekers at non-traditional hours, located at neighborhood-based centers. This network’s non-tradition hours includes weekends and evenings, as well as access to computers, training equipment, workshops/trainings, and phones/faxes.

5. Describe the strategic approaches to ensure all elements of Career Services are available at service locations or online, including services for youth and individuals with barriers to employment or service access.

The Workforce Development Boards of the Twin Cities will collectively undertake an analysis of service element availability at physical locations and online, relative to expected needs of populations being served – specifically communities of color, youth and adults with barriers to employment and/or who would benefit from culturally-specific service delivery strategies. As with the location analysis above, this will be completed collectively and presented with recommendations to the regional oversight group identified in the regional plan.

In WDA #10 the full range of Career Services for Adults and Dislocated Workers will be provided at both Minneapolis one-stop centers and through contracts with service providers at local community-based organizations. The diverse staff among these employment service providers, and their neighborhood-based locations with their many points of entry, ensures a robust service delivery system that represents the diversity of our community and better facilitates access for communities of color and persons with disabilities.

WDA #10 has recently begun sending client surveys after exit to all WIOA Adult and Dislocated Worker program participants to inform our customer-centered design efforts. The brief survey asks each former participant basic questions about what services were received, if the client received the services he/she expected or wanted, what was most helpful, and what could be improved. They are also requested to rate their overall satisfaction with the services received on a scale of 1 to 5 (with 1 being “very dissatisfied” and 5 being “very satisfied”). The results of

the surveys will be analyzed and used to improve the design and delivery of our services. We hope to learn directly from our customers how best to tailor and adapt our services to better serve all clients including persons of color and individuals with disabilities.

6. Describe strategies that will be used to leverage technology for services and ensure compliance with accessibility standards.

In conjunction with the analysis outlined above, recommendations for new or enhanced technology will be made to ensure that job seekers and employers have access to tools they need to enjoy successful labor exchange functions.

WDA #10 will use appropriate technologies for all clients seeking services. These technologies will be available at both the Career One-Stops and affiliated sites throughout Minneapolis. Hardware technology will be augmented by software programs, including Wanted Analytics, for more comprehensive job seeker experience and connectivity to real-time job openings. WDA #10 will comply with all ADA requirements by making available appropriate technologies to persons with disabilities.

7. Describe how supportive services, such as transportation and other needs, will be coordinated to better serve individuals with specific barriers to training, education and employment.

WDA #10 has been working with DEED to train and support the WIOA grantees regarding disability and ADA issues. In January 2016, the Department of Vocational Rehabilitation Services provided a disability awareness business outreach presentation to the team of professionals (AchieveMPLS, DEED Workforce team) that run the STEP-UP summer youth program. Since STEP-UP employs over 1,600 youth in the summer, it is important to insure that disabled youth were appropriately assessed and placed in jobs. WDA #10 plans to provide more comprehensive training to WIOA grantees in 2017, including intake, disclosure and introduction of the EO monitoring tool that grantees can use at their agency to insure physical accessibility of facilities.

Support needs will be addressed starting at the front desk at the new North Minneapolis location at 800 West Broadway. The operational charter specifies the Welcome Desk will be a shared responsibility, staffed by Community Health Workers and supervised by NorthPoint Health and Wellness because these staff are trained to provide referrals to supportive human services programming available at the NorthPoint Campus and with partner agencies.

WDA #10 will also listen to feedback from participants and members of the community and work to modify our existing support service policies to supplement other community resources and expand to fill in gaps, as needed. We will encourage co-enrollment with other programs (when allowed in state policy) to fully leverage support services across programs and funding sources.

8. Describe how local area boards will ensure state policies on infrastructure funding requirements are adhered to and the process for addressing any discrepancies or disagreements.

The Minneapolis Workforce Development Board will train its own staff on infrastructure funding requirements and protocol for addressing discrepancies using material to be jointly developed by the Workforce Development Boards of the Twin Cities (in partnership with the MN Workforce Council Association). WDA #10 will rely on existing (or modified) Memoranda of Understanding and internal audit processes to address any compliance issues.

9. Describe how local area boards, who contract out for provider services, will ensure that providers fully participate in infrastructure funding requirements and the alignment of service delivery within the local workforce development area.

The Minneapolis Workforce Development Board will train contracted partners on infrastructure funding requirements and protocol for addressing discrepancies using material to be jointly developed by the Workforce Development Boards of the Twin Cities (in partnership with the MN Workforce Council Association). Service alignment issues will be addressed, as noted above, in our contracting process and in regular communications with partners during implementation. Again, the Minneapolis Workforce Development Board will rely on existing (or modified) Memoranda of Understanding and internal audit processes to address any compliance issues regarding infrastructure funding requirements.

10. Describe how the Memorandum of Understanding will be developed and used to ensure commitment of resources from service providers and required partners.

Staff from Minneapolis Employment and Training will develop a template MOU for review with service partners, likely drawing on a template to be developed by the Workforce Development Boards of the Twin Cities, in partnership with the MN Workforce Council Association. Partners will engage in negotiation regarding commitments of resources and cost allocations. Leaders of all organizations will review final MOUs prior to signing.

11. A. Describe the local area board's strategic vision and how it aligns with the designated state priorities under WIOA.

The Minneapolis Workforce Development Board adopted the following vision: *Committed to Growing a Competitive Workforce*, which closely aligns with the state's vision and goals to build healthy 21st century economy with all Minnesota's able to find a family-sustaining wage. Our core programmatic values are:

1. Design career pathway programs and create partnerships that work to eliminate race-based employment disparities
2. Assure access to quality community-based and culturally appropriate employment programming and resources
3. Be innovative and use community-knowledge, business guidance, and community feedback to continually adjust our programming to meet the dynamics of the labor market.

- B. Describe the local area board's goals for preparing an educated and skilled workforce, including youth and individuals with barriers to employment.

Mirroring the state and regional goals, Minneapolis Employment & Training's goal is to ensure our system meets the needs of youth and adults, including underrepresented communities of color, those with disabilities, and barriers to

employment, by adapting our policies and procedures guided in part by community and customer feedback. We will continue to strive to provide the most appropriate services, training and other tools to assist our diverse participants so that no matter their starting point, our customers are prepared to fill the in demand jobs provided by our local employers.

- C. Describe how these goals relate to the performance accountability measures based on the primary indicators in order to support regional economic growth and economic self-sufficiency.

The Minneapolis Workforce Development Board, in partnership with other Workforce Boards of the Twin Cities, will use the GreaterMSP Regional Dashboard indicators to assess progress toward regional economic growth and economic self-sufficiency. The metro Boards will target two specific indicators to impact over a multi-year period: the employment gap between persons of color and whites and talent availability – particularly the number of individuals who receive credentials that contribute to associates degree awards in the region.

When individuals find their path to self-sufficiency and success, our region and state also prosper. Through targeted training opportunities that allow our customers to update or learn new skills based on real, in-demand jobs in the local area it produces a win-win situation for both the program participant and our business customers. As these workers find new jobs, our area employers benefit from hiring workers with up-to-date skills that are now in demand. Our programming helps to serve a critical need for Minneapolis jobseekers and also aids employers by providing pool of experienced workers to meet future labor needs.

Performance goals are closely aligned with federal performance accountability measures, are clearly specified in all contracts with the community-based organizations that make up our service delivery system. The success of their clients is directly tied to that agency's success and continuation as an employment service provider. The ability of our community-based service delivery providers to achieve their goals provides the foundation for the overall performance success of our local area.

- D. Describe the strategy to work with the entities that carry out the core programs to align resources available to the local workforce development area, to achieve the strategic vision and goals of the local area board.

When the new North Minneapolis Workforce Center location opens in September 2016, the vision of "opening doors to employment, education and healthy living for thriving communities" will dovetail nicely with the vision and the goals of the Minneapolis Workforce Development Board. Members of the Board and staff from Minneapolis Employment & Training have been closely involved with the collaborative planning team and the community engagement process that will govern the operational charter at the new North Minneapolis location.

WDA #10 will work to strategically align programming resources across a variety of funding sources to ensure that the vision of a robust and integrated system of career pathways, capable of assisting clients at various life intersections, is fully realized. Training will be available for occupations in demand for participants from GED completion, short-term certificates and AA degrees to assistance with completing final coursework in order to obtain a BA/MA degree, if needed.

The one-stop operator, when selected, will coordinate service delivery among the required core partners including coordination of services between the two Minneapolis one-stop locations. These services will be executed through a Memorandum of Understanding (MOU) with the required one-stop partners.

WDA #10 staff will work to fully align and coordinate amongst the larger workforce delivery system that includes our WIOA core partners and others in our WSA and our newly formed region.

12. Describe how the local workforce development system will work with entities carrying out core programs to align and support services with programs of study authorized under Carl D. Perkins Career and Technical Education Act.

City of Minneapolis Employment and Training encourages collaboration among all partners to advance career and technical education options that lead to employment. We work to ensure that education or technical skills training programs administered by providers offer either bridge coursework that can prepare participants for more advanced coursework or preparatory training and hands-on opportunities that align with current career and technical education offerings in high-demand industries.

13. A. Describe how the local area board, working with the entities carrying out core programs, will expand access to employment opportunities for eligible individuals, particularly eligible individuals with barriers to employment.

WDA #10 will work to examine our practices and procedures, will listen to community/customer feedback, and strive to continuously improve our employment service delivery system. As the roles of all required core partners become better aligned under WIOA, our one-stop system will learn how to work cooperatively with common customers capitalizing on shared resources where the opportunity exists and providing discrete services where they do not. The goal will be to ensure that our policies and procedures are maximized for the benefit of all customers and that policies do not inadvertently create any disincentives for optimal service delivery to all customers, especially those with extra challenges or barriers to employment.

Our work will focus on removing barriers to employment (referenced in the regional plan section) by providing education and training. This will include assisting customers to finish a GED or high school diploma, upgrade their computer knowledge, learn skills to succeed in a professional work environment, and helping them located and pay for technical education that increases their access to a much larger, and more lucrative set of career opportunities.

- B. Describe how the local area board, working with the entities carrying out core programs, will expand access to supportive services for eligible individuals, particularly eligible individuals with barriers to employment.

NorthPoint Health and Wellness Center will be expanding and addressing access to supportive services from the customer's first encounter at the new North Minneapolis Workforce Center location. This new location will provide an opportunity to connect health care with successful employment and education. NorthPoint will be providing medical, behavioral health and chemical health

services along with dental services in collaboration with the University of MN Dental School. The operational charter specifies that staff is encouraged to make exceptions when agency practices interfere with providing common sense response to community and individual customer needs. Additionally, the security services at this site which will be focused on providing better support for crisis situations and providing de-escalation support.

We will explore how adjustments to our support service policies might better serve the specific needs of communities of color and individuals with disabilities by providing adequate support services to help client's overcome barriers to employment such assistance with the cost of public transportation and help obtaining a driver's license. Minneapolis Employment & Training will consider increasing our support service budget to better meet participant's needs.

In addition, we will keep our service delivery system informed about new or expanded support services that are available in the community.

- C. Describe how the local area board will facilitate the development of career pathways, co-enrollments (as appropriate) and activities that lead to industry recognized post-secondary credentials that are portable and stackable.

The local Minneapolis Workforce Development Board will advise on and support the development of career pathways by helping to align employment training providers to the needs of business, creating trainings and programming focused on high-demand industries, and accessible to low income and unemployed participants. Trainings will be credentialed and developed with input from employers. Credits earned will be industry recognized, stackable and transferrable to encourage opportunities for career laddering and promotional opportunities.

14. A. Describe how the local area board will facilitate engagement of employers, including small employers, and employers in in-demand industry sectors and occupations, in workforce development programs.

As part of Minneapolis Employment & Training's mission to connect job seekers to employment opportunities, we work closely with area business to address their hiring needs. That commitment includes a full time Industry Relations Manager to help align job seeker services in our one-stop delivery system with real time employer demand with business assistance that can include a 1:1 consultation. Minneapolis Employment and Training and its provider network across the one-stop delivery system assists with screening and referral of qualified, recently trained, diverse applicants; pre-screening of qualified candidates and broadcasting job openings quickly for no cost through a [Minneapolis Job Bulletin](#).

As noted earlier, the Minneapolis Job Seeker Bulletin is a bi-monthly e-newsletter provided to Minneapolis jobseekers, career counselors, and workforce development professionals with information on:

- the latest job and career fairs,
- hiring and training events,
- job training programs,
- links to job listings, and
- tips for jobseekers in today's ever changing job marketplace.

- B. Describe how the local area board will support a local workforce development system that meets the needs of businesses in the local workforce development area.

The TechHire initiative is an excellent example of a career pathway that was developed through a sector partnership model. TechHire was created in response to the rapid growth in tech jobs in the Minneapolis region. The City of Minneapolis, three high-quality accelerated learning programs, and 60 regional employers came together with the purpose of training and placing nontraditional, diverse IT workers into software engineering and support roles. The innovative work of this collaborative continued to gain momentum and in March of 2015 received national recognition when the President of the United States named the Minneapolis area one of 20 TechHire regions in the nation. Today, the Minneapolis TechHire initiative continues to grow as more nonprofit partners provide wrap-around support services, and employers rapidly join the movement.

As one of the founding members, the City of Minneapolis is highly committed to the initiative and focuses on the following three areas:

1. Supporting women and minorities to remove/reduce barriers to accessing alternative technology education and training opportunities;
2. Increasing the visibility and raising public awareness of the growing, sustainable job opportunities in the technology sector by outreaching to area residents who are traditionally underrepresented in this industry;
3. Connecting employers, training partners, and skilled job candidates to fill the in-demand tech jobs of today, and to collaboratively develop talent for the future.

In its pilot year, Minneapolis TechHire achieved the following:

1. 285 trainees have completed accelerated programs (February 2016)
2. 135 graduates placed in full-time positions, with salaries averaging \$48,364 (February 2016)
3. Graduates are 32% women; 24% minorities
4. Employers range widely across industry and sectors including: C.H. Robinson, the City of Minneapolis, Wells Fargo, Target, the Nerdery, G5 Solutions, Allina Health, Ceridian, Analysts; We started with 60 employers and are now up to 150 engaged employers.

The following organizations are working together to further the TechHire initiative in the Minneapolis region.

- [American Indian OIC](#)
- [Capella University](#)
- [City of Minneapolis](#)
- [Creating IT Futures Foundation – IT Ready](#)
- [Jewish Family and Children's Services](#)
- [Minneapolis Community and Technical College \(MCTC\)](#)
- [Minnesota Computers for Schools](#)
- [Minnesota High Tech Association](#)
- [PRIME Digital Academy](#)
- [Software Guild - Concordia University](#)

- C. Describe how the local area board will better coordinate programs and services with regional economic development providers.

City of Minneapolis Employment and Training is a division of the City's Community

Planning and Economic Development Department (CPED). CPED combines employment, training, planning, economic development, housing and some regulatory services into one City department. City of Minneapolis Employment and Training administers employment and training programs under the direction of the Mayor, City Council, and Workforce Development Board. Employment and Training is the administrative entity/staff to the Workforce Development Board. City programs under the oversight of the Workforce Development Board include services for low-income adults, dislocated workers, welfare recipients, and youth. In Minneapolis, these services are delivered to job seekers and employers by about 15 community-based organizations which have been competitively evaluated and selected based on their ability to effectively serve target groups and achieve employment-related outcomes, including both placement and support for retention in employment.

Two thousand fifteen was a year of innovation in workforce development in Minneapolis; while it might not have been easy to see, the innovations taking place within the walls of our community partner agencies was remarkable and promising. During the recession, workforce development was able to work the edges of the economy, finding the few willing and able business partners, identifying the small number of training pathways that led to good paying jobs, and working with youth to expose them to the jobs of the future. Today, workforce development is no longer working the edges; we are fully engaged in all aspects of growth. Businesses are starting to experience labor shortages, dynamic and new training partnerships are emerging – many with links to employers looking to hire, and youth are no longer exposed to jobs of the future, but jobs of today.

Going forward in 2016, local economic development initiatives will benefit from the shared leadership and coordination efforts resulting from the development and implementation of a Regional Oversight Committee.

- D. Describe how the local area board will strengthen linkages between the one-stop delivery system and unemployment insurance programs by offering services to laid-off workers and possible lay-off preventative services for businesses, such as incumbent worker training that up-skills the workers and meets the needs of employers (can include but not be limited to, on-the-job training, apprenticeships, etc.).

The local area board will support the State's strategy to provide better linkages between one-stop and unemployment insurance (UI) staff including the following steps that will take effect in July 2016:

- Having a Job Service staff attend each Reemployment Services and Eligibility Assessment (RESEA) session that is hosted by UI staff.
- RESEA and Job Service staff conducting a joint assessment of RESEA participants to identify who might need other services.
- Continuing the practice of Workforce Center orientations that provide information about the programs offered throughout the one-stop system (including the Dislocated Worker program) and instructions for registering in MinnesotaWorks.net.
- Job Service staff providing assistance to RESEA customers to enroll them in the comprehensive suite of job search training sessions offered through the Creative Job Search curriculum.
- Job Service following up with RESEA participants who do not enroll in a program to make sure that they have registered and entered their resume in MinnesotaWorks.net and further assist them with connecting to job placement services.

WDA #10 will also continue to innovate and connect our one-stop customers with industry/sector strategies and career pathways that meet the needs of laid-off workers and employers in our local area/region. Opportunities will extend beyond the WIOA required core partners to also include programming that expands the universe of opportunities to best serve the needs of our customers through grant and foundation funded programs such as the TechHire program. This program offers businesses and jobseekers a dynamic, highly effective employment and training solution. The Minneapolis-St. Paul (MSP) TechHire initiative builds, supports, and expands accelerated learning opportunities to empower job seekers with demand-driven IT skills and credentials. MSP TechHire utilizes community-based Employment Service Providers and a Workforce Intermediary to promote qualified, nontraditional IT candidates to business partners, based on occupation-specific skills and competencies.

After the final WIOA rules are published, and as the one-stop system is enhanced and options for training and services are expanded under WIOA, Minneapolis Employment & Training will explore new opportunities to implement incumbent worker training.

15. Describe how the local area board will coordinate workforce investment activities with economic development activities, including the promotion of entrepreneurial skills training and microenterprise services.

WDA #10 fully supports dislocated worker clients who express an interest in business ownership through self-employment through CLIMB. As with Project GATE II clients, clients interested in entrepreneurship are administered a standardized pre-assessment to answer questions about their skills and business idea. Clients interested in pursuing their business idea are referred to appropriate resources in the local area that offer technical assistance and business consulting to aspiring entrepreneurs such as the Metropolitan Consortium of Community Developers (MCCD) Open to Business program. The Open to Business program helps new and early stage businesses access the technical assistance they need to grow and prosper. MCCD's experienced team provides the advice and counseling to clients, helping them achieve their entrepreneurial goals.

MCCD also provides small business loans for emerging entrepreneurs who face challenges in accessing the commercial banking system. Many of borrowers are from low income, minority and new arrival communities. As part of a financing plan, borrowers can receive help in planning, organizing and managing their businesses. Since 2003, MCCD had loaned over \$6.7 million to over 550 entrepreneurs for business start-up or expansion projects.

The cost of entrepreneurial training (and support services, if needed) for the CLIMB participants is provided through dislocated worker program funds. CLIMB participants are advised about the benefits that are built into the program participation: since they are considered to be in re-employment assistance training, they are not required to complete work search activities to be eligible for Unemployment Insurance (UI) benefits, earnings generated by the business are not deducted from their UI benefit, and they may work in excess of 32 hours per week on their new businesses and still be eligible for UI. Since the CLIMB program began, WDA #10 has had 42 participants participate in CLIMB

consulting and another 36 take advantage of CLIMB training.

16. A. Describe how the local area board will ensure continuous improvement of eligible providers of services through the system.

WDA #10 employs numerous strategies to ensure continuous improvement of service delivery in our local area. We start by requiring that all Individual Employment Plans (IEPs) for a participant in a City of Minneapolis Employment and Training funded program be reviewed and signed by an agency staff who possesses either an active Global Career Development Facilitator (GCDF) certification or a counseling-related Bachelor's or Master's degree (including but not limited to a degree in social work, counseling, psychology, or other related field) which are subject to annual audit. The GCDF requires 75 continuing education clock hours every five years. The hours must meet Center for Credentialing and Education requirements regarding competency area and activity type.

Minneapolis Employment & Training staff continually provides technical assistance via email, phone and in-person. Policy and procedure updates are shared with service provider staff on an on-going basis. Service providers are encouraged to consult with Minneapolis Employment & Training staff for limit-testing to ensure consistent service delivery across all providers.

Minneapolis Employment & Training staff also create written program manuals for employment service providers. These manuals are updated yearly and changes in policy and procedures are covered in a face-to-face annual half-day training. Minneapolis Employment & Training and service provider staff also typically meet quarterly to discuss topical issues, resolve challenges and share best practices.

WDA #10 also provides on-going training opportunities to better connect our extensive service delivery system; to learn from and about each other. On September 29, 2016, Minneapolis Employment and Training hosted a first-ever conference for its large network of employment and training service providers who work with adults (including young adults ages 18-24). The daylong event, held at the Minneapolis Central Library, brought together staff from the programs funded by Minneapolis Works, Minneapolis Youth Works, Train-to-Career, Dislocated Worker and WIOA Adult. The 100+ participants also included those from organizations that don't have current contracts with Minneapolis Employment and Training but have applied to become future providers. The conference offered the participants an opportunity to network and to learn through an inspiring keynote address and workshops on current and emerging issues, best practices and the challenges facing employment and training professionals. Exhibitors from Housing, Health, Training, Financial, Digital, Re-Entry, and other sectors shared resources that conference goers could use to assist their clients in many aspects of their lives.

Continuous improvement of eligible providers is also ensured by regular evaluations. Specific performance measures are built into each contract for our sub-recipients which they are evaluated on quarterly. Information about each agency's performance is shared with them and a summary report is provided to the Mayor and members of the Minneapolis City Council and the Minneapolis Workforce Development Board. The amount of funding each sub-recipient is awarded in a contract with Minneapolis Employment & Training is related to the grade the

agency receives at the end of a funding cycle. This method of linking the level of funding to actual performance encourages sub-recipients to implement job placement and retention services to the best of their abilities.

In addition, Minneapolis Employment & Training staff monitors all service providers on-site at least annually. The visit includes a review of sample files to determine that each contracted service provider is delivering their services according to the policies and regulations set forth by City, State, and Federal guidelines. After the file review, Minneapolis Employment & Training staff notifies the provider of any file corrections that are needed and sets a deadline for completion. This is followed by a formal written report and an interview to go over the results with agency program staff. If corrective action is required, Minneapolis Employment & Training staff requests a plan in writing with a timetable to address any serious deficiencies.

Finally, as mentioned earlier in question 5, WDA #10 has recently begun sending client surveys after exit to all WIOA Adult and Dislocated Worker program participants to inform our customer-centered design efforts. Information provided by our actual customers will help us identify best practices and improve processes as we strive for continuous improvement.

- B. Describe how the local area board will ensure that eligible providers meet the employment needs of local employers, workers and job seekers.

Minneapolis Employment & Training will continue to develop robust career pathways that are based on real-time employer demand. These pathways will offer program participants the right blend of services and support that will effectively address challenges and remove barriers to employment, with a focus on our communities of highest poverty and unemployment, while creating a pipeline for businesses of qualified workers and career opportunities for job seekers that lead to a middle-class lifestyle.

The Minneapolis Workforce Development Board provides strategic guidance for the broad partnerships that make up the local workforce development system – a “one-stop” service delivery system for area jobseekers and employers. The goal is to build a competitive workforce with the skills employers seek, in order to help strengthen and build the area’s economy. Employers benefit by hiring workers with the skills they need for business success; workers benefit by achieving and maintaining economic self-sufficiency for themselves and their families.

A primary responsibility of the Minneapolis Workforce Development Board is guidance and oversight of employment and training programs administered by the City of Minneapolis. These programs are supported by a variety of funding sources including the Workforce Innovation and Opportunity Act(WIOA). In Minneapolis, the purview of the Workforce Development Board has expanded to include all employment and training programs funded by the City as well as coordination with other partner agencies that make up the broader local workforce development system.

The Minneapolis Workforce Development Board is made up of 21 individuals appointed by the Mayor. Members serve two-year terms that are staggered to provide continuity. Council members are leaders and key decision-makers within their organizations and/or the community. They include business owners and

executives as well as agency and program directors. They are people with the knowledge, influence, and interest to envision, guide, and support positive action and outcomes.

- C. Describe how the local area board will facilitate access to services provided through the one-stop delivery system, including in remote areas, through the use of technology and other means.

As a non-rural area, we will focus less on access due to remoteness of locations, but more on convenience, making participant forms fillable, including but not limited to, online applications, intake forms, and eligibility forms.

- D. Describe how entities within the one-stop delivery system will comply with section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990, regarding the physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities including providing staff training and support for addressing the needs of individuals with disabilities.

WDA #10 has been working with DEED to train and support the WIOA grantees regarding disability and ADA issues. As noted earlier, in January 2016, the Department of Vocational Rehabilitation Services provided a disability awareness business outreach presentation to the team of professionals (AchieveMPLS, DEED Workforce team) that run the STEP-UP summer youth program. Since STEP-UP employs over 1,600 youth in the summer, it is important to insure that disabled youth were appropriately assessed and placed in jobs. WDA #10 plans to provide more comprehensive training to WIOA grantees in 2017, including intake, disclosure and introduction of the EO monitoring tool that grantees can use at their agency to insure physical accessibility of facilities.

- E. Describe the roles and resource contributions of the one-stop partners.

The one-stop partners include entities that operate the following programs: Adult, Dislocated Worker, Youth, Job Corps, YouthBuild, Native American, Migrant and seasonal farmworker, Employment Services authorized under the Wagner-Peyser Act (29 U.S.C. 49 *et seq.*), Adult education and literacy activities authorized under title II of WIOA, the Vocational Rehabilitation program authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 *et seq.*), Senior Community Service Employment Program authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 *et seq.*), Career and technical education programs at the post-secondary level authorized under the Carl D. Perkins and Technical Education Act of 2006 (20 U.S.C. 2301 *et seq.*), Trade Adjustment Assistance activities under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 *et seq.*), Jobs for Veterans State Grants programs authorized under Chapter 41 of title 38, U.S.C., Employment and training activities carried out under the Community Services Block Grant (42 U.S.C. 9901 *et seq.*), Employment and training activities carried out by the Department of Housing and Urban Development, Programs authorize under State unemployment compensation laws (in accordance with applicable Federal law), Programs authorized under sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532), and Temporary Assistance for Needy Families (TANF) authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 *et seq.*) unless exempted by the Governor under § 678.405(b).

Each partner must:

- a. Provide access to its programs or activities through the one-stop delivery system, in addition to any other appropriate locations;
- b. Use a portion of funds made available to the partners program, to the extent consistent with the Federal law authorizing the partner's program and with Federal cost principles in 2 CFR parts 200 and 2900 (requiring, among other things, that costs are allowable, reasonable, necessary, and allocable) to:
 1. Provide applicable career services; and
 2. Work collaboratively with the State and Local Boards to establish and maintain the one-stop delivery system. This includes jointly funding the one-stop infrastructure through partner contributions that are based upon:
 - i. A reasonable cost allocation methodology by which infrastructure costs are charged to each partner in proportion to the relative benefits;
 - ii. Federal cost principles; and
 - iii. Any local administrative cost requirements in the Federal law authorizing the partner's program.
- c. Enter into a Memorandum of Understanding (MOU) with the Local Board relating to the operation of the one-stop system that meets the requirements of § 678.500(d);
- d. Participate in the operation of the one-stop system consistent with the terms of the MOU, requirements of authorizing laws, the Federal cost principles, and all other applicable legal requirements; (WIOA sec. 121(b)(1)(A)(iv)); and
- e. Provide representation on the State and Local Workforce Development Boards as required and participate in Board committees as needed (WIOA secs. 101(b)(iii) and 107(b)(2)(C) and (D)),

17. Describe and assess the type and availability of adult and dislocated worker employment and training activities in the local workforce development area.

City of Minneapolis Employment and Training is the workforce development division of Economic Development, assisting Minneapolis residents, both youth and adult, prepare to enter the labor force. Yearly, we deliver employment and training services to just under-5,000 Minneapolis residents through various targeted programs that focus attention on the core issues of joblessness and employment disparities. The Minneapolis Workforce Development Board provides strategic guidance to our local workforce development system. The Council's goal is to build a workforce with the skills employers seek, in order to help strengthen and maintain the area's economy. Employers benefit by hiring workers with the skills they need for business success; workers benefit by achieving and maintaining economic self-sufficiency for themselves and their families.

In the City of Minneapolis/WDA #10, Adult Workforce Development consists of four distinct programs areas: Minneapolis Works, a work-first program serving low-income Minneapolis job seekers; Career Training Assistance and Train-to-Career, two programs that provide training-first and then placement in occupations in demand for low-income Minneapolis residents; and the Dislocated Worker (DW) Program, assisting recently laid off adults with a quick return to the workforce at comparable pay. The services to job seekers are provided at the community-based agencies. One-on-one career counseling services - the core function of our partners - are provided to all job seekers. Other services include career and aptitude assessment, interview coaching, resume assistance, job placement and retention

services. The counseling services continue for one year from the date the job seeker becomes employed.

The operating principle of the Minneapolis Workforce Development Board and City of Minneapolis Employment and Training is partnership. Minneapolis Employment and Training uses a community-based service delivery model; partnering with both non-profit and state government employment service providers to offer employment services to Minneapolis adults and dislocated workers. We contract with community-based employment service providers that offer high quality job training services in the neighborhoods where job seekers are located. This diverse network of partners included 15 organizations in 2015, with broad geographic reach, cultural and language expertise, and community rootedness, offering the best access and services to residents looking for training and employment counseling. Over three decades ago, Minneapolis Employment and Training began this innovative strategy of contracting with small neighborhood-based employment services providers as the delivery mechanism for federal and state investments in jobs training. While this model of service delivery has changed little in the last thirty years the innovative strategy to meet the needs of Minneapolis job seekers and our metropolitan jobs market has changed greatly.

Community-based partners funded in 2015 included:

- American Indian OIC
- CLUES
- Department of Employment and Economic Development
- East Side Neighborhood Services
- Emerge Community Development
- Goodwill Easter Seals
- HIRED
- Hmong America Mutual Assistance Association
- Jewish Family and Children's Services
- Lifetrack Resources
- Minneapolis Urban League
- Pillsbury United Communities
- Project for Pride in Living
- RESOURCE
- South East Asian Refugee Community Home

Many clients can also access training dollars to pursue post-secondary vocational/technical training prior to job placement. Through our various programs, we work closely with a number of training partners, including non-profit and state educational providers.

Partnerships with educational institutions include, but is not limited to:

- Minneapolis Community and Technical College
- St. Paul College
- Hennepin Technical College
- Summit Academy OIC
- IT Futures Foundation – IT Ready
- PRIME Digital Academy
- Concordia University – Software Guild

18. Describe and assess the type and availability of youth workforce investment activities in the local workforce development area, including youth with disabilities, which description and assessment shall include an identification of successful models of such youth workforce development activities.

WDA #10 has a very active Minneapolis Youth Council; a multijurisdictional advisory policy group that focuses on the local youth workforce system. The Youth Council is instrumental in the design, development, and provision of services to help Minneapolis youth achieve successful transitions to further education and employment.

The Minneapolis Youth Council Vision: The Minneapolis Youth Council provides leadership to grow tomorrow's workforce and build competitive advantage for Minneapolis youth, employers and the economy.

Minneapolis Youth Council Mission: To help youth and young adults learn academic, life and work skills, identify career paths and achieve meaningful employment opportunities.

In 2015, the Youth Council also implemented three subcommittees: 1) Alignment 2) SYNC (Serving Youth in Need of Connections, and 3) Entrepreneurial. The subcommittees work together and offer strategies and solutions around issues identified by the full Youth Council and/or employment and training staff.

Key Youth Council recommendations that have assist in the preparation of a skilled workforce targeting youth and individuals with barriers to employment include:

- Earmarked WIOA youth and young adult funds specifically to provide youth with paid internships and credential training so they are prepared to enter and succeed in the workforce
- Focused outreach efforts on youth of color, underserved and under-represented youth which resulted in two RFPs being issued to select WIOA youth service providers for the American Indian community and the Cedar Riverside 55454 zip code area where there is a substantial Somali population.

STEP-UP is the City of Minneapolis employment program for youth ages 14-21. STEP-UP recruits, trains, and places youth from lower income families in jobs with a wide range of Twin Cities businesses, nonprofits and public agencies. The program helps interns explore diverse career interests, gain vital skills, make professional connections and prepare for meaningful careers. Whether it is a first job experience or a more skilled position, a STEP-UP internship helps young people explore careers and climb the ladder of professional development, ultimately resulting in a young person prepared to succeed in the workforce. In 2015, STEP-UP prepared nearly 2,000 Minneapolis youth – over 90% youth of color – with the skills needed to be successful in a job. Of those, 1,563 were matched with internships for the summer at one of 230 partner employers. The interns earned a combined \$2.6 million in wages, \$1.1 of which was paid directly by the private sector, allowing the City of Minneapolis to leverage those funds and connect an additional 550 young people to meaningful work in a thriving business community.

HECAP: The City oversees two HECAP projects with slightly different focuses:

- SFY 2016 HECAP - The City is partnering with the Minneapolis Workforce Centers to provide career advising workshops for youth. The primary audience is youth that applied for, but did not attend, the STEP-UP work readiness training. Four (4) workshops will be delivered in April and we will evaluate the success of the workshops once they are complete.
- SFY 2017 HECAP - The City of Minneapolis WDA #10 responded to the competitive RFP for 2017 funding through DEED in April 2017. The City of Minneapolis Employment and Training will, in turn, be releasing a competitive Request for Proposals (RFP) for employment service agencies to provide career advising services to Minneapolis

high school students. Services will be targeted to youth living in/or attending school in North Minneapolis or the Cedar Riverside area. The purpose of the project is to assist high school students in selecting a career of interest and a postsecondary path aligned with that career. These services will not be an attempt to duplicate the services that are already offered in the schools, but rather be focused on career advising gaps – ideally delivering services at the new Workforce Center in North Minneapolis and the Opportunity Center in Cedar Riverside.

WDA #10 Minneapolis Employment and Training has contracted with HIRED to provide youth employment services and work experience wages for up to 15 Minneapolis MFIP caregivers eligible for the TANF Teen Parent project. The City and HIRED are partnering with Minnesota Visiting Nurses Agency (MVNA) who are contracted by Hennepin County to serve MFIP teens under age 20 without GED or High School completion. In addition, HIRED works internally to coordinate with HIRED/PACE serving MFIP young parents aged 18-26. The PACE program works with young MFIP participants to assist them in re-engaging in school. MVNA and HIRED/PACE staff will work closely to determine eligible Minneapolis youth participants to determine which students would benefit from the work experience program. HIRED will work with MVNA staff to provide on-site orientation sessions and career coaching services at the Minneapolis Community Technical College outreach site, where MVNA already provides services to youth.

The TANF Teen Parent project will include careful assessment of career interests and readiness as a part of initial orientations and meetings with placement staff. Prior training or interest assessments will be considered. Also, since many youth are in an exploratory career stage, opportunities for shorter term internships or second placements will be considered to ensure that the youth are exposed to a variety of career options. With the assistance of the career counselor, the teens will be introduced to the idea of career pathways as a means of understanding how they can gain valuable skills through internships and credentialing programs that will eventually lead to postsecondary training and/or employment within a field of interest.

19. Describe how the local area board will coordinate education and workforce investment activities carried out under this title with relevant secondary and post-secondary education programs and activities to coordinate strategies, enhance services, and avoid duplication of services.

As noted in Question #12, the Workforce Development Boards of the Twin Cities, following the focus on specific occupational clusters and career pathways (outlined in the regional plan), will engage Carl Perkins consortium partners who often represent our closest relationship with secondary and post-secondary partners. Local efforts to support students will be developed, in conjunction with metro-wide efforts focused on identified career pathways, and efforts will be made at the local and regional levels to ensure that services are not duplicated.

The Minneapolis Workforce Development Board will do a periodical review of services to ensure that education and trainings provided to participants match with employer and industry demand and align with current requirements in secondary and post-secondary standards. In addition, representatives from secondary and post-secondary institutions will sit on the board to advise on trainings at their institutions to prevent unnecessary duplication.

20. Describe how the local area board will coordinate education and workforce investment activities carried out under this title with public transportation and other appropriate supportive services.

The Workforce Development Boards of the Twin Cities are working cooperatively to strengthen relationships with the Met Council at multiple levels. One such effort will be to ensure that a stronger line of communication is maintained with transit planners to facilitate closer coordination with public transit in areas where transportation challenges represent a primary barrier to employment. The Minneapolis Workforce Development Board will make particular effort to ensure that suburban jobseekers have better access to public transit (and/or other forms of transportation assistance) and that suburban employers can better receive workers from urban centers.

The service delivery system in Minneapolis is neighborhood-based with locations that provide easy access via public transportation. Minneapolis Employment and Training uses a community-based service delivery model; partnering with both non-profit and state government employment service providers. Our network of community-based employment service providers offer high quality employment services in the neighborhoods where job seekers are located.

The Minneapolis/St. Paul metro area is fortunate to have a plethora of public and private training institutions represented on the State's Eligible Provider Training list. Most of these training institutions are located right on or very near public transportation. WDA #10's clients, who participate in a variety of employment programs, all have access to support service funds to assist with transportation needs.

Minneapolis Employment & Training has written policies for each program/funding source that ensure that a wide variety of appropriate support services including assistance with transportation are available to clients who are participating in career and training services. These funds are reserved for services that are not otherwise available from other sources. Supportive service requests originate at the counselor/case manager level as individual service needs are perceived. Requests may be subject to peer and/or supervisory review and approval. Decisions about providing supportive services are made in accordance with applicable federal, state, and local policy. If, after supervisory review, there are any questions about the provision of a particular request, the employment service provider staff consults with Minneapolis Employment & Training staff. The written policies list the types of support services that are available with maximum dollar amounts and/or frequency limits. A participant financial need statement must be completed for most types of assistance. If a financial need statement was completed as part of a training proposal, the same one may be used for this purpose.

21. Describe the plans and strategies for, and assurances concerning, maximizing coordination of service provided by the state employment service under Wagner-Peyser Act, and services provided in the local workforce development area through the one-stop delivery system, to improve service delivery and avoid duplication of services.

Minnesota's WIOA State Plan describes the state's strategy for providing reemployment assistance to Wagner Peyser's targeted population of UI claimants. The strategy (details currently under development with an implementation date of July 2016) will be as follows:

- A Wagner Peyser staff person will attend every Reemployment Services and Eligibility Assessment (REA) session that the UI program offers across the state. The UI program typically offers REA sessions to approximately 40,000 applicants per year to those who are at risk of exhausting their benefits.
- The REA and Wagner Peyser staff will conduct a quick assessment of every participant to determine who will most likely need additional services from the WorkForce Center.

- The Wagner Peyser staff person will conduct an orientation to WFC services either 1:1 or in a group setting (depending on the size of the group) that includes information on how to register for the state's labor exchange system, i.e. [MinnesotaWorks](#), and information about programs such as the Dislocated Worker program that they may be eligible for.
- The Wagner Peyser staff person will assist the REA customer with creating an initial registration and enrolling in the [Creative Job Search](#) workshop. Creative Job Search is typically the first job finding/job placement service that is offered to UI applicants. The workshop consists of training on how to find a job that includes career planning, preparing for the job hunt, skills identification, resumes and cover letters, applications and references, social media, interviewing skills, and more.
- Wagner Peyser will follow up with REA participants who are not enrolled in a program to ensure that they have a complete registration and resume in MinnesotaWorks, and that they are taking advantage of job placement services.

These activities will be coordinated with the programs within the LWDA as follows:

The Wagner Peyser program also provides services to businesses with 2 Business Services Representative(s) (BSR) assigned to the City of Minneapolis WDA #10. The goal of the BSR(s) is to contact businesses in the key industry sectors identified in state and local plans, help the business solve their workforce issues, and promote job openings to job seeking customers in the WorkForce Centers.

The activities of the BSRs will be coordinated with other providers in the LWDA as follows:

WAGNER-PEYSER ASSURANCES

The State assures the following:

1. The Wagner-Peyser Employment Service is co-located with one-stop centers or a plan and timeline has been developed to comply with this requirement within a reasonable amount of time.
2. The State agency is complying with the requirements under 20 CFR 653.111 (State agency staffing requirements) if the State has significant Migrant Seasonal Farm Worker one-stop centers;
3. If a State Workforce Development Board, department or agency administers State laws for vocational rehabilitation of individuals with disabilities, that board, department, or agency cooperates with the agency that administers Wagner-Peyser services, Adult and Dislocated Worker programs and Youth Programs under Title I; and
4. State agency merit-based public employees provide Wagner-Peyser Act-funded labor exchange activities in accordance with Department of Labor regulations.

22. Describe how the local area board will coordinate workforce investment activities carried out under this title in the local workforce development area with the provision of adult education and literacy activities under title II, including a description of how the local area board will carry out, consistent with subparagraphs (A) and (B)(i) of section 107(d)(11) and section 232, the review of local applications submitted under title II.

The Workforce Development Boards of the Twin Cities have engaged Adult Education partners in the development of this plan, and expect to continue doing so through the implementation period. Adult Education partners will continue to be engaged in at least three ways: a) Development of career pathways in the identified sectors and clusters, with clear integration opportunities for literacy and adult education to be woven into existing and emerging training; b) Clarification or strengthening of protocol for assessing adult education

needs at WorkForce Centers (and other points of service) and making appropriate referrals for services; and, c) Provision of career awareness materials and/or workshops prepared by workforce development staff, that can be shared with adult education partners to expose students to opportunities and facilitate referral from adult education programs to WorkForce Centers and other workforce development programs.

The Minneapolis Workforce Development Board has a local adult education and literacy program representative, that representative works to coordinate among other things, career pathway partnerships requiring adult basic education curriculum and instruction. This adult education manager has also been a lead partner in the collaborative planning for the new North Minneapolis Workforce Center location. Minneapolis Adult Education will be offering foundational activities at this location including: Diploma/GED services (Super Seniors, At Risk, Recent Dropouts); Diploma to Degree services (Dual Credit – High School and college credit with MCTC); and Language-specific programming or services. In addition, they plan to offer College and Career activities such as Career Specific Training Courses or Certifications possibly including Entrepreneurship, IT, Healthcare and/or Business. Staff from Minneapolis Employment and Training sits on the Minneapolis Adult Education consortium board, again, making sure alignment of services exists.

23. Describe the replicated cooperative agreements (as defined in section 107(d)(11)) between the local area board or other local entities described in section 101(a)(11)(B) of the Rehabilitation Act of 1973 (29 U.S.C. 721(a)(11)(B)) and the local office of a designated state agency or designated state unit administering programs carried out under title I of such Act (29 U.S.C. 720 et seq.) (other than section 112 or part C of that title (29 U.S.C. 732, 741) and subject to section 121(f)) in accordance with section 101(a)(11) of such Act (29 U.S.C. 721(a)(11)) with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination.

The local Workforce Development Board and Vocational Rehabilitation Services collaborate to enhance services to individuals with disabilities, individuals with other barriers to employment, and individuals living in poverty. To the extent possible, services are co-located in WorkForce Centers to provide access to a wide variety of services. Each WorkForce Center provides an orientation to services available to assist job-seekers make an informed decision on choice of service provider. Direct service staff participate in cross-training to ensure they understand the services offered by the various partners, and the eligibility criteria for each program.

Vocational Rehabilitation staff is available for consultation without the need for the person to apply for services. Typical topics include how and when to disclose a disability, effective use of assistive technology, Social Security work incentives, and benefits planning. There is currently a joint effort to provide joint financial planning and work incentives planning for individuals receiving Social Security Disability Insurance. Disability Benefits 101, a software program developed using Medicaid Infrastructure grant funding, is available to all partners to assist staff inform job-seekers about the impact earned income will have on federal and state benefits, including public health insurance.

The Workforce Development Boards consult with Vocational Rehabilitation Services as they are developing initiatives such as incumbent worker training programs, customized training programs, career pathways initiatives, youth

services, and other business services.

Local Workforce Development Boards sponsor local Job Fairs. Vocational Rehabilitation participates in the Job Fairs and other community events. The local partners also share job leads, and Vocational Rehabilitation may purchase placement services from the local Board as part of a performance-based funding agreement.

24. Describe and identify the entity responsible for the disbursement of grant funds described in section 107(d)(12)(B)(i).

As administrative entity for the Minneapolis Workforce Development Board, the City of Minneapolis is responsible for the disbursement of grant funds.

25. Describe the competitive process to be used to award the sub-grants and contracts in the local workforce development area for activities carried out under this title.

Minneapolis Employment and Training uses a decentralized approach where services are delivered by community-based Provider Agencies at the neighborhood level. These community-based providers typically employ culturally diverse staff who speaks a variety of languages. This community-based form of service delivery facilitates better accessibility to services for all. The neighborhood-based Provider Agencies are typically skilled at providing culturally-competent counseling that is flexible and adaptable to changing economic, cultural, and social dynamics of our community.

Every five years, City of Minneapolis Employment and Training issues Requests For Proposals (RFP) under a competitive solicitation to select organizations that are qualified to deliver employment and training services. Organizations that are selected are placed on a Minneapolis Employment and Training Eligible Providers List that defines the universe of potential providers for a specific time period. During 2015, the Eligible Providers List was updated using the process described below. The 2016-2020 Minneapolis Employment and Training Eligible Providers List became effective January 1, 2016 and remains in force until December 31, 2020.

The open competition for the RFP was advertised on the Minneapolis Employment and Training website; former Master Contract holders were alerted; and any agency that had inquired about or requested to be included in the Master Contract process (since the previous process ended) was alerted.

The Minneapolis Workforce Development Board, which is staffed by Minneapolis Employment & Training, provides strategic guidance for the broad partnerships that make up the local workforce development system – a “one-stop” service delivery system for area jobseekers and employers. Historically, the Minneapolis Workforce Development Board has been very interested in issues such as living wages, benefits, and long term retention for clients served in our programs. In creating a new Eligible Providers list for 2016-2020, the Minneapolis Workforce Development Board recognized that the future will present workforce development with continued challenges and new opportunities. In their message to applicants they noted, “As we look out to the next five years, we must collectively work towards reducing and ending racial and ethnic employment disparities; we must work to reduce the skills gaps between what employers tell us they need and the applicant pool currently applying for those positions; we must prepare for the coming years of labor shortage as more and more baby-boomers leave the workforce; we must engage more youth by connecting them with opportunities for meaningful career exposure; and we must

continue to offer innovative services for all job seekers”.

Based on the priorities set by the Minneapolis Workforce Development Board, the RFP directed applicants to respond to the following questions:

- Executive Summary - *This should include a short description of your agency's history of moving individuals and families out of poverty and/or into meaningful employment.*
- Experience and Capacity - *What is your agency's organization and management approach in delivering employment and training services? Describe agency background in providing employment and training services to youth and adults. How well does your work align with the mission of City of Minneapolis Employment and Training to grow a competitive workforce through programming aimed at helping youth learn academic, life and work skills, identify career paths, and achieve meaningful employment; and to increase access for adults to resources that further career success, whether skills training to gain sustainable and stable employment or career counseling for rapid reentry to the workforce. Please include related and relevant programmatic outcomes within the past 5 years.*
- References - *List references from employment and training projects you currently operate or have operated in the past.*
- Personnel Listing - *Show involved individuals with resumes and specific applicable experience who would work on this project. Sub-consultants should also be listed, including the identification of any that are certified in the City of Minneapolis Small & Underutilized Business Program.*
- Company Financial Information - *Proof of financial responsibility, any bankruptcy filings by the provider agency, its principles and officers during the previous seven years.*
- Grant-funded Services - *Include a copy of the most recent audit report and management letter if sub-recipient receives over \$50,000 in City contracts annually and if vendor is not an individual proprietor.*

The criteria used to evaluate the proposals included:

- Quality, thoroughness, and clarity of proposal.
- Qualifications and experience of staff (includes a review of references).
- How well the experience and capacity of agency met department objectives.
- Financial responsibility and capacity of company including whether or not the company, any affiliates, subsidiaries, officers or directors had filed for federal bankruptcy protection within seven years of the date of this RFP.
- Organization and management approach and involvement for a successful delivery of program services and outcomes.
- Small & Underutilized Business participation, where applicable.
- Insurance coverage as defined for the services.

The responses to the RFP were systematically reviewed by neutral parties and ranked. Staff then made recommendations to the Minneapolis Workforce Development Board and the Minneapolis City Council about which organizations should be placed on the Minneapolis Employment and Training's Eligible Providers List.

No funds were awarded as a direct result of a successful proposal. When WIOA and other funding opportunities become available, a funding-specific RFP is issued to organizations who have met the requirements to be placed on Minneapolis Employment & Training's Eligible Providers List. Those agencies selected to deliver services from the program-specific RFP are issued a Master Contract.

26. Describe how the local levels of performance negotiated with the Governor and chief elected official will be used to measure the performance of the local workforce development area and to be used by the local area board for measuring the performance of the local fiscal agent, eligible providers under subtitle B and the One-stop delivery system.

Accountability measures are built into each contract as each contract contains very specific outcome measures. All agencies who are awarded master contracts are required to collect data in the Management Information System (MIS) so that Minneapolis Employment & Training staff can evaluate their performance against the desired outcomes. The information is then used to test compliance with the contract outcome measures.

Minneapolis Employment & Training also takes action on performance data. Sub-recipients are formally reviewed against outcome measures on a quarterly basis. Performance is then graded on an "A" through "F" scale with individual contract assessments provided to the service providers and a summary report provided to the Minneapolis Workforce Development Board and Minneapolis City Council. Service providers that receive substandard grades are required to complete a corrective action plan and failure to bring up their grade to an acceptable level may result in contract termination. This sound evaluation system has been in effect in the City of Minneapolis since 1990. It provides clear incentives for service providers to maintain and improve performance. On an annual basis contract amounts are adjusted based on the amount of funding that is available and the each service provider's past performance.

27. Describe the actions the local area board will take toward becoming or remaining a high-performing board, consistent with the factors developed by the state board.

Regionally, the Workforce Development Boards of the Twin Cities are considering a governance structure that will require greater crossover with other business, philanthropic, and economic development leadership in the region. Over time, individual local Workforce Development Boards will shift their own leadership in order to bring the regional governance model to peak influence. The [local board] will shift its own recruitment process in the coming two years to ensure alignment with this new regional governance model.

Statewide, the MN Workforce Council Association has always been committed to supporting local Workforce Development Boards' growth and strong performance. The Workforce Boards of the Twin Cities will explore a refreshed and strengthened information—sharing and 'training' approach (through the shared convenings described in the regional plan) that will advance understanding for local Board members; and, attract additional talent and skill to serve on local Workforce Development Boards going forward.

28. Describe how training services under chapter 3 of subtitle B will be provided in accordance with section 134(c)(3)(G), including, if contracts for training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts under that chapter and how the local area board will ensure informed customer choice in the selection of training programs, regardless of how the training services are to be provided.

Training is available to those individuals in need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment. Training priority is for programs that lead to recognized post-secondary credentials aligned with in-demand industry sectors/occupations in the local area. Training can be approved if:

- The client would benefit from training (e.g., LMI data provided shows training is a requirement for occupational goal or the client has some prior experience in the

field or shows an aptitude as discerned by assessments),

- There is a reasonable expectation of employment following completion of training, and
- The client has the skills and qualifications to undertake and successfully complete the training.

Training services will be available to dislocated worker and adult participants (in accordance with the priority of services for adult clients) who have been determined in need of training services through an assessment or evaluation and the delivery of career planning services. Clients will be provided with the State's Eligible Training Provider's List (ETPL) and will be given guidance about the quality and performance data of the providers to help them make an informed decision about an appropriate training provider. After the client reviews the information and makes his/her selection of a specific training provider, the client will be provided with a referral to the training provider that has been chosen.

Clients are informed that to ensure adequate training resources for all WIOA adult and dislocated worker clients, the City of Minneapolis/WDA #10 establishes some policy limits on the funding for training. Funding for training plans (adult and dislocated worker) that span multiple terms will be authorized one term at a time contingent on available funding. If training funding becomes exhausted, training plans in process will receive priority when funding again becomes available. WDA #10 has also established policies that state:

- For dislocated worker clients, completed Training Proposals are required for all credential/certificate training and for any non-credentialed training that proposes to exceed \$1,000+ in cost. Training plans are limited to a "soft ceiling" of \$5,000 per client per program year. Requests to exceed that amount may be considered by the contract manager, on a case-by-case basis, with adequate justification by counselor and client. Costs in excess of \$5,000 may be paid by other sources
- For adult clients, WDA #10 will be reviewing our training procedures after the WIOA final rules are published and will be adapting our policies to include time and duration limits on training while fully aligning with any other changes that might be required.

In addition, prior to receiving funding from our programs, clients are required to apply for financial aid, if available. Clients are reminded to check with their selected training provider about available scholarships, grants, discounts and financial aid packages. Grants and/or scholarships are utilized before program funds are provided for training. Training services are paid for through third party payment process using an Authorization of Funding for Training form for the client's Individual Training Account (ITA). ITAs specify that funds must be coordinated with other funding and only cover the amount of training costs that are not available from other grant sources including Pell Grants. The City of Minneapolis/WDA #10 does not have any current plans to contract for services other than using the use of individual ITAs but reserves the right to do so in the future as more becomes known about WIOA rules concerning contracting with training providers.

29. Describe the process used by the local area board to provide opportunity for public comment, including comment by representatives from businesses and comment by representatives of labor organizations; and input into the development of the local plan, prior to submission of the plan.

To receive input during the development phases of the local plan, the public, including representatives of businesses, labor organizations, and community-based non-profit organizations, was invited to regional/local area plan listening sessions hosted at locations throughout the City of Minneapolis.

Prior to submission, the full Minneapolis Workforce Development Board previewed and approved the local plan.

Additionally, the Minneapolis Workforce Development Board provides opportunity for public comment through posting the Local Unified Plan and its supporting materials on the City of Minneapolis Employment and Training website at

<http://www.minneapolismn.gov/cped/cped> City of Minneapolis Employment and Training. Responses can be sent via e-mail to Board staff.

30. Describe how the one-stop centers are implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under this Act and programs carried out by one-stop partners.

The State's web-based data system, Workforce One, connects and integrates case management and services with the required WIOA one-stop partners as well as with numerous programs funded by foundations and local governments. WDA #10 enters case management notes and all other relevant information into Workforce One. This shared data system allows other staff who might come into contact with a shared customer to see the range of services a particular client is accessing and enables a case manager to supplement, rather than duplicate services for those clients who are co-enrolled. The shared data system also allows managers and administrators to see and run real-time reports on multiple aspects of program operations for better efficiency.

To augment services that will be provided in-person through the one-stop system partners, WDA #10 will explore and expand various technologies to better serve our customers. To enhance service delivery, fillable online applications and forms will continue to be developed. All one-stop and affiliated sites will offer access to free computers for completing online intake and other forms. Staff will remain available to assist with completion of the forms at all one-stop and partner sites. WDA #10 will fully support any efforts to evaluate the potential for common/shared application or intake forms to streamline the intake process and better serve our common customers.

SECTION C: PROGRAM OPERATIONS

1. A. How does the local workforce development area ensure staff comply with the policies and procedures for Rapid Response as communicated on DEED's website?

WDA #10 follows the policies set forth in [DEED's Rapid Response policy](#) that places the responsibility for Rapid Response activity with the State - effective at the time of notice for a dislocation event.

When the State determines a project is appropriate for providing Dislocated Worker services, WDA #10 abides by the competitive process prescribed in [DEED's Rapid Response policy](#).

- B. How does the local workforce development area inform the state Rapid Response team within 24 hours about an actual or potential dislocation event when there is possibility of a mass layoff (50 or more dislocations)?

Staff from WDA #10 contacts the State Rapid Response Team, typically via email or phone call, as soon as they become aware of a potential large dislocation that hasn't already been prominently reported in the local media.

- C. Describe how the local area board will coordinate workforce investment activities carried out in the local workforce development area with statewide rapid response activities.

As a local partner that also includes Local Elected Officials, WDA #10 accedes authority to the State in matters of Rapid Response but remains committed to providing assistance with information gathering or other tasks that might be better accomplished using local contacts. When a WARN notice is received at the City, WSA staff forward the notice to the State Rapid Response staff when received. WDA #10 also shares company-specific layoff information received from our service provider partner staff if it appears that there is a possibility of an unreported mass dislocation event in the area. In situations where the actual size of the dislocation is uncertain, WSA staff will pass on locally-received information to allow the State Rapid Response Team to investigate and make their own determination as to the size and scope of the layoff event. If information about a dislocation is received by WDA #10 staff in confidence, staff will alert the State Rapid Response Team no later than when the potential layoff turns into an actual dislocation event. In these "confidential" layoffs, the City of Minneapolis will encourage the employer to contact State staff, i.e. the DEED Commissioner, DWP/TAA Director, Rapid Response Team Coordinator.

- D. Complete **Attachment B – Local Workforce Development Area Contacts**.

2. A. How does the local workforce development area inform the state Trade Act staff of companies that are potentially TAA certifiable?

As soon as WDA #10 staff become aware of a layoff that might potentially be TAA certifiable, this information will be immediately shared with State TAA staff via phone or email.

- B. How does the local workforce development area cooperate with the state Trade Act staff where the layoff involves a company that the DOL trade-certified?

WDA #10 ensures that Dislocated Worker counseling staff is kept up-to-date on TAA related policies and procedures. TAA customers are co-enrolled in the Dislocated Worker program and counselors are expected to coordinate with and communicate about the TAA client, as needed, with the assigned TAA Specialist. DW staff are encouraged to attend training sessions regarding TAA/TRA at annual job seeker counselor conferences and at ad hoc training sessions offered throughout the year. Counselors follow the case management model that has been created and developed by State TAA staff; the model clearly defines the roles and responsibilities of each party - the TAA customer, DW counselor and TAA Specialist - to ensure that services are delivered and recorded in sequential fashion whether the customer is in training or in work search.

- C. Is the local workforce development area willing to participate in TAA Counselor Training and TAA Participant Training when a trade-certification occurs?

Yes X

3. A. The local workforce development area has developed and implemented local Supportive Service policies that are consistently applied for all participants.

Yes X

B. Describe the steps taken to ensure consistent compliance with the policy.

WDA #10 has long-established written policies that govern the delivery of Support Services for participants. The policies are reviewed/updated annually, hard copies are distributed in a program manual to each counselor/manager, and they are discussed at an annual training provided for all WSA contracted provider staff. The written policies cover types of Support Services allowed, how to determine and document need, guidance about providing the services, limitations on the cost for higher expense items, and who to contact with questions.

Beginning January 1, 2016, our policies were updated to require the need for and use of Support Services to be included on the *signed* Individual Employment Plan and entered into Workforce One. Documentation for the delivery of Support Services, including a completed Financial Needs Analysis form (when required in policy) is to be maintained in the participant's file.

SECTION D: SYSTEM OPERATIONS AND ATTACHMENTS

1. The local workforce development area has processes in place to assure non-duplicative services, and avoid duplicate administrative costs.

Yes X

2. The local workforce development area is aware of and staff participate in the Reception and Resource Area Certification Program (RRACP) to better serve all customers?

Yes X

3. A. The local workforce development area and their partners are aware of the responsibilities of the Equal Opportunity Officer, including attending DEED sponsored EO Training?

Yes X

B. Complete **Attachment B – Local Workforce Development Area Contacts**.

- C. The local workforce development area is aware and conducts annually a physical and program accessibility review?

Yes X

4. Does the local workforce development area have in place an agreed upon WIOA Discrimination complaint process per the regulations?

Yes X

5. A. Does the local workforce development area have in place an agreed upon WIOA Program Complaint Policy per the regulations?

Yes X

B. Complete **Attachment B – Local Workforce Development Area Contacts**.

6. How do you identify current or former Military Service Members coming into your WorkForce Center?

Signage in the entryway to the Resource Rooms promotes priority services to Veterans and is posted to encourage self-identification of Veteran status. The Minnesota Veteran Questionnaire is used in the reception area/resource room to help non-veteran staff identify Veterans with “significant barriers to employment” (SBE).

Veterans visiting the WorkForce Centers may self-identify themselves as such and are then directed to appropriate services. These services may include meeting with or talking to a Disabled Veteran’s Outreach Program representative. It may include a recommendation to attend one or more workshops offered at the WorkForce Center. It may include staff directing the veteran to a job search website such as www.minnesotaworks.net, which details a 3 step process,

including information about and how to contact the Local Yellow Ribbon Network designed to recruit soon-to-be or recently separated military members, for employers wishing to recruit veterans as well as allowing veterans to search for job listings directed specifically to veterans.

7. How do you inform current or former Military Service Members coming into your WorkForce Center about “Veteran Priority of Service?”

Information about the Veteran Priority of Service is provided in the following ways to ensure Veterans receive first consideration for all opportunities for which they qualify in the WFC.

- Point of Entry – Signage requests that new clients identify themselves if they are a Veteran,
- Questionnaire – given to Veterans to assist reception to identify Veterans with significant barriers to employment.
- SBE Veterans – will receive assistance/intensive services from a DVOP or in the absence of the DVOP, a designated intensive services provider.
- Referral Process – All other non-SBE Veterans will be referred to a trained partner staff person within the WFC who will provide job search information/assistance, program information and priority referral to services and resources.
- Access to U.S. DOL funded programs – Veterans and other eligible persons entitled to POS will be referred to U.S. DOL funded programs immediately. If a waiting list for the program exists, the Veteran will be put at the top of the list for service.
- Workshops – All workshops available in the WFC will have open slots available to Veterans up to the day the workshop is scheduled
- State Job Bank – Veterans (current and former Military members) are able to identify themselves as such, and are listed at the beginning of searches done by recruiters and employers. Employers are also able to self-designate as “Veterans Friendly Employer” so that Veterans can do keyword searches to find employers seeking Veterans for hire.
- Training of Partner Staff – Non DVOP staff are trained specifically as the point-of-contact for Veterans not receiving intensive services from DVOPs. MOUs have been developed with VR&E and the Jobs for Vets Program in providing referrals and priority services for Veterans.

8. If your WorkForce Center has a presence on the Internet (outside of your local DEED WorkForce Center site) how do you promote Public Law 107-288, “Veterans Priority of Service” to veterans on that website?

All intake forms promote the Veterans Priority of Service.

9. How do you identify current or former Military Service Members with “significant barriers to employment?”

The Minnesota Veteran Questionnaire is used to ensure accurate identification of a Veteran with a significant barrier to employment (SBE) or eligible spouse

An eligible veteran or eligible spouse is determined to have a SBE if s/he attests to meeting at least one of the six following criteria:

1. A special or disabled veteran, who is/was:
 - a. Entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary of Veterans' Affairs; or
 - b. Discharged or released from active duty because of a service-connected disability.

The determination of disability must be made solely on the basis of self-identification. Any individual who separated from active duty because of a service-connected disability qualifies as a disabled veteran regardless of the number of days of active duty served, as does any veteran with a disability rating provided by the Department of Veterans Affairs (VA).

2. Homeless, as defined in Section 103(a) of the Steward B. McKinney-Vento Homeless Assistance Act (42 U.S.C. 11302(a));
3. Recently separated service member who at any point in the previous 12 months has been unemployed for 27 or more weeks (long-term unemployed);
4. An offender, as defined by WIOA Section 3(38);
5. Lacking a high school diploma or equivalent certificate; or
6. Low-income, as defined under WIOA Sec. 3(36).

10. When a current or former Military Service Member with a significant barrier to employment is identified, how do you refer them to an appropriate intensive service provider when there is no Disabled Veteran Outreach Program (DVOP) specialist in your WorkForce Centers?

The Veteran with a SBE or eligible spouse is referred to appropriate DVOP staff, or in the absence of a DVOP, referral to a WFC staff person who can provide intensive services. Veterans facing one or more SBEs are offered intensive services immediately by WFC staff who have the capacity to offer such services.

11. How are DVOP and/or Local Veterans Employment Representatives (LVER) staff integrated into the overall service delivery strategy in your WorkForce Centers?

The following activities will be used to ensure that service providers and partners work together with DVOP specialists and LVER staff to promote employment, training and placement services for veterans. 1) DVOP/LVER staff will attend and participate in local WFC staff meetings. 2) DVOP/LVER staff will be co-located with partner staff in the 47 WorkForce Centers throughout Minnesota. 3) A DVOP has been assigned as an Intensive

Services Coordinator (ISC) at the Vocational Rehabilitation and Employment location at Fort Snelling to coordinate Chapter 31 placement activity with field staff. 4) DVOP/LVER staff will train partner staff and service providers on Veteran resources and when to refer veterans to DVOP staff for intensive services.

12. Are all WIOA-funded partners complying with the guidance provided in the TEGl regarding Selective Service?

Yes ☐ X ☒

13. What is your strategy to ensure that job-ready job seekers enrolled in your programs (including non-program universal customers) are registering in MinnesotaWorks.net and are making their resumes viewable to employers?

All customers at both Minneapolis' Workforce Centers are automatically registered in Minnesotaworks.net (MnWorks) when registering to use the computers in any Resource Room using the Customer Registration System (CRS). MnWorks/CRS registration is required in order to receive employment coaching and to be given credit for attendance at workshops, job clubs or any other WFC event at which attendance is recorded. Attendance prior to the switch from CRS to MnWorks as the primary attendance tracking program and computer use information is held and available in the CRS system. Other information, such as resume uploading and updating, is held in the MnWorks system. Attendance information for workshops held after the program switch is no longer available at the WorkForce Center level. Each customer's unique CRS number is written on the universal application during WFC orientation.

Registration on MinnesotaWorks.net is encouraged through posters and other advertisement materials in the resource room. Resource room staff who assist computer users encourage use of MinnesotaWorks.net. Participants in any of the job search training series offered at the Minneapolis WFC sites are required to register on Minnesota Works.net in order to successfully complete the series. Facilitators of relevant workshops offered as part of any venue discuss and encourage accessing the benefits of registration and active use of MinnesotaWorks.net.

UI requires registration MnWorks in for RESEA program participants. Wagner-Peyser staff attend every RESEA workshop and provide follow up services with the intent of having every participant create a viewable resume in MnWorks.

WDA #10's program staff will continue to inform our entire service provider network about the value of MnWorks.net as part of a comprehensive job search strategy for job seekers. We strongly encourage all clients to register on MnWorks and make their resume viewable.

14. **Conflict of Interest and Integrity:** Local area boards must make decisions in keeping with several laws and regulations. Indicate below that your local area board is aware of DOL Training and Employment Guidance Letter 35-10 and Minnesota OGM 08-01 and its relevant federal laws and regulations.

Yes X

15. The local workforce development area's conflict of interest policies are in compliance with the above two references?

Yes X

16. A. The local workforce development area is aware of the referenced statute on Government Records.

Yes X

- B. The local workforce development area is aware of the requirement to retain documentation for six years.

Yes X

- C. Complete **Attachment B – Local Workforce Development Area Contacts**.

17. **Handling and Protection of Personally Identifiable Information:** The local workforce development area is complying with the guidance provided in TEGL 39-11.

Yes X

18. **Human Trafficking:** The local workforce development area is aware of TEGL 09-12 and will follow the procedures for working with trafficked persons.

Yes X

19. **Gender Identification:** The local workforce development area is aware of TEGL 37-14 and will follow the procedures for developing a similar policy including key terminology, and have in place regarding working with customers who may be lesbian, gay, bisexual and transgender. Local workforce development areas will also participate in any related training.

Yes X

20. **Uniform Guidance:** The local workforce development area is aware of TEGL 15-14 regarding Uniform Guidance.

Yes X

21. A. Briefly describe the local area board's policy and timetable for filling vacancies, replacing/reappointing individuals whose terms have come to an end. Include in your description any plans to fill the terms that will be expiring as of June 30, 2016.

The Minneapolis Workforce Development Board follows the City of Minneapolis open appointments process (City of Minneapolis Ordinance Title II, Chapter 14.180) to fill board positions.

Board members are appointed to two-year terms, with twelve (12) seats appointed in even-numbered years and nine (9) seats appointed in odd-numbered years. Applications for terms beginning on the first day of July can be filed in the City of

Minneapolis Clerk's Office during the spring application period, which is open for a minimum of three (3) weeks. If there vacancies within the twelve (12) months after closing the original application, then the Mayor and City Council may fill vacancies from among the original applicants without re-opening the process.

For terms expiring June 30, 2016, an application period was opened by the City of Minneapolis Clerk's Office on March 1, 2016 and closed May 6, 2016. Appointments are recommended by the City of Minneapolis Mayor and approved by City Council.

B. Is your local area board currently in compliance with WIOA?

Yes ☒ No ☐

If No, what steps will be taken to bring your local area board into compliance by June 30, 2016?

C. Complete **Attachment C – Local Area Board Membership List**.

D. Complete **Attachment D – Local Area Board Committee List**.

22. Complete remaining portions of **Attachment B – Local Workforce Development Area Contacts**.

23. If applicable, complete **Attachment E - Local Workforce Development Area Sub-Grantee List**.

24. If applicable, complete **Attachment F - Local Workforce Development Area Non-WFC Program Service Delivery Location List**.

ASSURANCES AND CERTIFICATIONS

ASSURANCES

As a condition to the award of financial assistance from the Department of Labor under Title I of the Workforce Investment Act of 1998 (WIA) and the Workforce Innovation and Opportunity Act and any other DEED/Workforce Development Employment and Training funds, the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions and other assurances of the following laws:

- **Accessibility** - [Section 508 of the Rehabilitation Act of 1973, as amended](#) - Requires that federally funded program providers make their electronic information and technology accessible to people with disabilities;
- **ACORN** – [Funds may not be provided](#) to the Association of Community Organizations for Reform Now, or any of its affiliates, subsidiaries, allied organizations or successors;
- **Audits** – [2 CFR 200.501](#) and [Single Audit Act Amendments of 1996](#) - organization-wide or program-specific audits shall be performed;
- **Buy American**- Buy American Act – award may not be expended unless the funds comply with [USC 41, Section 8301-8303](#);
- **Data Sharing** – [MN Access to Government Data](#), [MN Duties of Responsible Authority](#); [MN Access to Information](#); [MN Administrative Rules Data Practices](#); [DEED Policy – Data Practices](#);
- **Disability** - that there will be compliance with the [Architectural Barriers Act of 1968](#), [Sections 503 and 504 of the Rehabilitation Act of 1973](#), as amended, and the [Americans with Disabilities Act of 1990](#);
- **Drug-Free Workplace** – [Drug-Free Workplace Act of 1988](#) – requires all organizations to maintain a drug-free workplace;
- **Equipment** – [2 CFR 200. 313](#), [200.439](#) – must receive prior approval for the purchase of any equipment with a per unit acquisition cost of \$5,000 or more, and a useful life of more than one year;
- **Fire Safety** – [15 USC 2225a](#) – ensure that all space for conferences, meetings, conventions or training seminars funded in whole or in part complies with the protection and control guidelines of the Hotel and Motel Fire Safety Act ([Public Law 101-391](#));
- **Fraud/Abuse** - that the provider has policies on fraud and abuse and will contact DEED for potential fraud and abuse issues; [20 CFR 667.630](#); [DEED Policy – Fraud Prevention and Abuse](#);
- **Health Benefits** – [Public Law 113-235, Division G, Sections 506 and 507](#) – ensure use of funds for health benefits coverage complies with the [Consolidated and Further Continuing Appropriations Act, 2015](#);
- **Insurance** - that insurance coverage be provided for injuries suffered by participants in work-related activities where Minnesota's workers' compensation law is not applicable as required under Regulations [20 CFR 667.274](#);
- **Insurance** – [Flood Disaster Protection Act of 1973](#) – provides that no Federal financial assistance to acquire, modernize or construct property may be provided in identified flood-prone communities in the United States, unless the community participates in the National Flood Insurance Program and flood insurance is purchased within 1 year of the identification;
- **Limited English** - [Executive Order 13166](#) - Improving access to services for persons with limited English proficiency;
- **Nondiscrimination** - [Section 188 of the Workforce Innovation and Opportunity Act](#) (WIOA) - Requires applying nondiscrimination provisions in the administration of programs and activities for all eligible individuals, including individuals with disabilities;

- **Nondiscrimination** - [Section 188 of the Workforce Investment Act of 1998](#) (WIA) - Requires applying nondiscrimination provisions in the administration of programs and activities for all eligible individuals, including individuals with disabilities;
- **Nondiscrimination** - [Title VI of the Civil Rights Act of 1964, as amended](#) – Prohibits discrimination on the bases of race, color, and national origin under any program receiving federal financial assistance;
- **Nondiscrimination** - [Title VII of the Civil Rights Act of 1964, as amended](#) - Prohibits discrimination on the basis of race, color, religion, sex or national origin in employment;
- **Nondiscrimination** - [Title II of the Genetic Information Nondiscrimination Act of 2008](#) - Prohibits discrimination in employment on the basis of genetic information;
- **Nondiscrimination** - [Title V of the Older Americans Act of 1965](#) - Prohibits discrimination based on race, color, religion, sex, national original, age disability or political affiliation or beliefs in any program funded in part with Senior Community Services Employment Program funds;
- **Nondiscrimination** - [Title IX of the Education Amendments of 1972, as amended](#) - Requires applying nondiscrimination provisions, based on sex, in educational programs;
- **Nondiscrimination** - [Title I \(Employment\) Americans with Disabilities Act \(ADA\)](#) - Prohibits state and local governments, from discriminating against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, job training, and other terms, conditions, and privileges of employment;
- **Nondiscrimination** - [Title II \(State and Local Governments\) Americans with Disabilities Act \(ADA\)](#) - Prohibits qualified individuals with disabilities from discrimination in services, programs, and activities;
- **Nondiscrimination** - [Section 504 of the Rehabilitation Act of 1973, as amended](#) - Prohibits discrimination against qualified individuals with disabilities;
- **Nondiscrimination** - [Age Discrimination Act of 1975, as amended](#) - Prohibits discrimination on the basis of age;
- **Nondiscrimination** - [Title 29 CFR Part 31](#) Nondiscrimination in federally-assisted programs of the Department of Labor, effectuation of Title VI of the Civil Rights Act of 1964;
- **Nondiscrimination** - [Title 29 CFR Part 32](#) Nondiscrimination on the basis of disability in programs and activities receiving or benefiting from federal assistance;
- **Nondiscrimination** - [Title 29 CFR Part 33](#) Enforcement of nondiscrimination on the basis of disability in programs or activities conducted by the Department of Labor;
- **Nondiscrimination** - [Title 29 CFR Part 35](#) Nondiscrimination on the basis of age in programs or activities receiving federal financial assistance from the Department of Labor;
- **Nondiscrimination** - [Title 29 CFR Part 37](#) Implementation of the Nondiscrimination and Equal Opportunity provisions of the Workforce Investment Act of 1998;
- **Nondiscrimination** - [Title 29 CFR Part 38](#) Implementation of the Nondiscrimination and Equal Opportunity provisions of the Workforce Innovation and Opportunity Act;
- **Nondiscrimination** - [Executive Order 13160](#) Nondiscrimination on the basis of race, sex, color, national origin, disability, religion, age, sexual orientation, and status as a parent in federally conducted education and training Programs;
- **Nondiscrimination** - [Executive Order 13279](#) - Nondiscrimination against grant seeking organizations on the basis of religion in the administration or distribution of federal financial assistance under social service programs, including grants, contracts, and loans;
- **Nondiscrimination** - [The Minnesota Human Rights Act of 1973, Minnesota Statutes, Chapter 363A](#) - Prohibits discrimination in employment and providing public services on the basis of race, color, creed, religion, natural origin, sex, marital status (employment only), disability, status with regard to public assistance, sexual orientation, familial status

(employment only), citizenship, or age (employment only), and local human rights commission activity (employment only);

- **Nondiscrimination** - that collection and maintenance of data necessary to show compliance with the nondiscrimination provisions of WIA and [WIOA Section 188](#), as provided in the regulations implementing that section, will be completed;
- **Opportunity** – [Executive Order 12928](#) – encouraged to provide subcontracting/subgranting opportunities to Historically Black Colleges and Universities and other Minority Institutions and to Small Businesses Owned and Controlled by Socially and Economically Disadvantaged Individuals;
- **Personally Identifiable Information (PII)** – [Training and Guidance Letter 39-11](#) – must recognize and safeguard PII except where disclosure is allowed by prior written approval of the Grant Officer or by court order;
- **Procurement** – Uniform Administrative Requirements – [2 CFR 200-317-36](#) – all procurement transactions to be conducted in a manner to provide, to the maximum extent practical, open and free competition;
- **Publicity** – no funds shall be used for publicity or propaganda purposes, preparation or distribution or use of any kit, pamphlet, booklet, publication, radio, television or film presentation designed to support or defeat legislation pending before the Congress or any state/local legislature or legislative body, except in presentation to the Congress or any state/local legislature itself, or designed to support or defeat any proposed or pending regulation, administrative action, or order issued by the executive branch of any state or local government. Nor shall grant funds be used to pay the salary or expenses of any recipient or agent acting for such recipient, related to any activity designed to influence the enactment of legislation, appropriations regulation, administrative action, or Executive Order proposed or pending before the Congress, or any state government, state legislature or local legislature body other than for normal and recognized executive-legislative relationships or participation by an agency or officer of a state, local or tribal government in policymaking and administrative processes within the executive branch of that government;
- **Salary/Bonus** – [Public Law 113-235, Division G, Title I, Section 105](#) – none of the funds appropriated under the heading “Employment and Training” shall be used by a recipient or sub-recipient of such funds to pay the salary and bonuses of an individual, either as direct costs or indirect costs, at a rate in excess of [Executive Level II](#). Further clarification can be found in [TEGL 5-06](#);
- **Seat Belts** - [Executive Order 13043](#) – Increasing Seat Belt Use in the United States;
- **Text Messaging** – [Executive Order 13513](#) – encouraged to adopt and enforce policies that ban text messaging while driving company-owned or –rented vehicles or GOV or while driving POV when on official Government business or when performing any work for or on behalf of the Government;
- **Trafficking of Persons** – [2 CFR 180](#) – OMB Guidelines to Agencies on Governmentwide Debarment and Suspension – may not engage in severe forms of trafficking, procure a commercial sex act or use forced labor in the performance;
- **Veteran Priority of Service** - [Public Law 107-288: Jobs for Veterans Act](#) - Priority of service for veterans (including veterans, eligible spouses, widows and widowers of service members) in qualified job training programs;
- **Veterans** - [Public Law 112-56: Vow to Hire Heroes Act of 2011](#) - Establishes guidelines for service providers who are providing employment, training, academic or rehabilitation services for military veterans;
- **Veterans** - that veterans will be afforded employment and training activities authorized in WIA and WIOA Section 134, and the activities authorized in Chapters 41 and 42 of Title 38 US code, and in compliance with the veterans' priority established in the Jobs for Veterans Act. ([38 USC 4215](#)), U.S. Department of Labor, [Training and Employment Guidance Letter 5-03](#) and Minnesota's Executive Order 06-02;

- **Voter Registration** - that the required voter registration procedures described in [Minnesota Statutes 201.162](#) are enacted without the use of federal funds;
- **Voter Registration** – [52 USC 20501 – 20511](#) – National Voter Registration Act of 1993.

CERTIFICATIONS

By signing and submitting this plan, the local area board is certifying on behalf of itself and the subgrantee, where applicable:

- A. That this ***Regional and Local Workforce Development Area Plan*** was prepared and is in accordance with all applicable titles of the WIOA Act of 2014, Title V of the Older Americans Act, applicable Minnesota state statutes and that it is consistent with Minnesota's current and future state plans;
- B. that it has provided at least a thirty day period for public comment and input into the development of plan by members of the local area board and the public (including persons with disabilities) and has provided information regarding the plan and the planning process, including the plan and supporting documentation, in alternative formats when requested and that any comments representing disagreement with the plan are included with the local plan forwarded to DEED (as the Governor's representative) Section 118(c); Section 108 (d)
- C. that the public (including individuals with disabilities) have access to all of the local area board's and its components' meetings and information regarding the local area board's and its components' activities;
- D. that fiscal control and fund accounting procedures necessary to ensure the proper disbursement of, and accounting for, funds paid through the allotments funded through the contract/master agreement issued by DEED have been established;
- E. that it is, and will maintain a certifiable local area board;
- F. that it will comply with the confidentiality requirements of WIA Section 136 (f)(3) and WIOA Section 116 (i)(3)
- G. that the respective contract/master agreement and all assurances will be followed;
- H. that it will ensure that no funds covered under the contract/master agreement are used to assist, promote, or deter union organizing;
- I. that this plan was developed in consultation with the local area board;
- J. that it acknowledges the specific performance standards for each of its programs and will strive to meet them;
- K. that the local area board members will not act in a manner that would create a conflict of interest as identified in 20 CFR 667.200(a)(4), including voting on any matter regarding the provision of service by that member or the entity that s/he represents and any matter that would provide a financial benefit to that member or to his or her immediate family;
- L. that local area board and staff are aware of local WorkForce Center services, and are working with and referring to the WorkForce Center services as appropriate;
- M. that all staff are provided the opportunity to participate in appropriate staff training;
- N. that, if applicable, the local area board must maintain the currency of its information in the System Award Management until submission of the final financial report or receive the final payment, whichever is later;
- O. that sponsored (in whole or in part) conferences are charged to the grantee as appropriate and allowable; and
- P. that funds are not used for the purpose of defraying costs of a conference unless it is directly and programmatically related to the purpose of the award.
- Q. that the local area board and its sub-grantees must also adhere to the same certifications and assurances that DEED must assure.

SIGNATURE PAGE

Local Workforce Development
Area Name

City of Minneapolis Employment and Training – WDA #10

Local Area Board Name

Minneapolis Workforce Development Board

Name and Contact Information for the Local Area Board Chair:

Name	<u>Carolyn Roby</u>
Title	<u>Chair, Minneapolis Workforce Development Board</u>
Organization	<u>c/o Minneapolis Employment and Training</u>
Address 1	<u>105 Fifth Avenue South #200</u>
Address 2	<u></u>
City, State, ZIP Code	<u>Minneapolis, MN 55401</u>
Phone	<u>612-673-6226</u>
E-mail	<u></u>

Name and Contact Information for the Chief Local Elected Official(s):

Name	<u>Betsy Hodges</u>
Title	<u>Mayor</u>
Organization	<u>City of Minneapolis</u>
Address 1	<u>350 S. 5th St.</u>
Address 2	<u>Room 331</u>
City, State, ZIP Code	<u>Minneapolis, MN 55415</u>
Phone	<u>612-673-2100</u>
E-mail	<u>Betsy.Hodges@minneapolismm.gov</u>

We, the undersigned, attest that this submittal is the Program Year 2016-2017 Local Plan for our Workforce Development Board and Local Workforce Development Area and hereby certify that this Local Plan has been prepared as required, and is in accordance with all applicable state and federal laws, rules and regulations.

Local Area Board Chair**Chief Local Elected Official**

Name Carolyn Roby

Name Betsy Hodges

Title Local Area Board Chair

Title Mayor

Signature

Signature

Date _____

Date _____

REGIONAL OVERSIGHT COMMITTEE**Regional Workforce Development Area**

Metro #4

Local Workforce Development Area

City of Minneapolis Employment and Training – WDA #10

MEMBER	ORGANIZATION
Deb Bahr-Helgen	City of Minneapolis Employment and Training
Jerry Vitzhum	Anoka County Job Training
Mark Jacob	Dakota-Scott Workforce Services
Ron White	Hennepin-Carver Workforce Council
Patricia Brady	Ramsey County Workforce Solutions
Robert Crawford	Washington County Workforce Center

LOCAL WORKFORCE DEVELOPMENT AREA CONTACTS

ROLE	Contact Name	Phone	Email	Reports to (name only)
Rapid Response Liaison for Mass Layoffs (see section C.2.D.)	Catherine Christian Alt. Mark Brinda Alt. Deb Bahr-Helgen	612-673-5001	Catherine.christian@minneapolismn.gov	Deb Bahr-Helgen
Equal Opportunity Officer (see section D.3.B.)	Linda DeHaven	612-673-5294	Linda.Dehaven@minneapolismn.gov	Deb Bahr-Helgen
Program Complaint Officer (see section D.5.B.)	Linda DeHaven	612-673-5294	Linda.Dehaven@minneapolismn.gov	Deb Bahr-Helgen
Records Management/Records Retention Coordinator (see section D.16.C.)	Matthew Courtney	612-673-6236	Matthew.courtney@minneapolismn.gov	Deb Bahr-Helgen
ADA Coordinator (see section D.22.)	Linda DeHaven	612-673-5294	Linda.Dehaven@minneapolismn.gov	Deb Bahr-Helgen
Data Practices Coordinator (see section D.22.)	Matthew Courtney	612-673-6236	Matthew.courtney@minneapolismn.gov	Deb Bahr-Helgen
English as Second Language (ESL) Coordinator (see section D.22.)	David Rubedor	612-673-3129	David.rubedor@minneapolismn.gov	Spencer Cronk

Official Name of WorkForce Center South Minneapolis Workforce Center

ROLE	Contact Name	Phone	Email	Reports to (name only)
Site Representative	Ibrahim Noor	612-821-4411	Ibrahim.Noor@state.mn.us	David Niermann
Job Service Manager	Shym Cook	612-520-3509	Shym.Cook@state.mn.us	David Niermann
Vocational Rehabilitation Services Manager	Ken Lundquist	612.821.4060	ken.lundquist@state.mn.us	David Niermann
State Services for the Blind Manager	Mike Newman	651-642-0843	mnewman@ngwmail.des.state.mn.us	David Niermann
Local Workforce Development Area Director	Deb Bahr-Helgen	612-673-6226	Deb.bar-helgen@minneapolismn.gov	D. Craig Taylor
Adult Basic Education (ABE)	Carlye Peterson	612-668-3802	Carlye.Peterson@mpls.k12.mn.us	Jack Tamble

Attachment B**Page 43**

Carl Perkins Post-Secondary Manager	Keith Brooks MCTC	612-659-6104	keith.brooks@minneapolis.edu	Mike Christenson
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Official Name of WorkForce Center North Minneapolis Workforce Center

ROLE	Contact Name	Phone	Email	Reports to (name only)
Site Representative	Shym Cook	612-520-3509	Shym.Cook@state.mn.us	David Niermann
Job Service Manager	Ibrahim Noor	612-821-4411	Ibrahim.Noor@state.mn.us	David Niermann
Vocational Rehabilitation Services Manager	Ken Lundquist	612.821.4060	ken.lundquist@state.mn.us	David Niermann
State Services for the Blind Manager	Mike Newman	651-642-0843	mnewman@ngwmail.des.state.mn.us	David Niermann
Local Workforce Development Area Director	Deb Bahr-Helgen	612-673-6226	Deb.bar-helgen@minneapolismn.gov	D. Craig Taylor
Adult Basic Education (ABE)	Carlye Peterson	612-668-3802	Carlye.Peterson@mpls.k12.mn.us	Jack Tamble
Carl Perkins Post-Secondary Manager	Keith Brooks MCTC	612-659-6104	keith.brooks@minneapolis.edu	Mike Christenson
Adult	Catherine Christian	612-673-5001	Catherine.christian@minneapolismn.gov	Deb Bahr-Helgen
Dislocated Worker	Catherine Christian	612-673-5001	Catherine.christian@minneapolismn.gov	Deb Bahr-Helgen
Youth	Teresa Harrold	612-673-5119	Teresa.harrold@minneapolismng.ov	Deb Bahr-Helgen

LOCAL AREA BOARD MEMBERSHIP LIST

Regional Workforce Development Area

Metro #4

Local Workforce Development Area

City of Minneapolis Employment and Training – WDA #10

MEMBER	POSITION/ORGANIZATION	TERM ENDS
REPRESENTATIVES OF BUSINESS IN LOCAL WORKFORCE DEVELOPMENT AREA (must be majority)		
Laura Beeth	Systems Director, Talent Acquisition/Fairview Health Services	June 30, 2016
Elizabeth Campbell	Director of Emerging Business Inclusion/Ryan Companies US Inc.	June 30, 2017
Jashan Eison	President/CEO/H & B Elevators	June 30, 2017
Christopher Ferguson	Business Owner/Bywater Business Solutions and the The Bywater Companies DBA Dairy Queen	June 30, 2016
Anthony Goze	Owner/Chief Manager/MAG Mechanical	June 30, 2016
Mary Jane Horner	Sr. Director, Talent Strategy and Transformation/ Xcel Energy	June 30, 2016
Md Abdullah Al Miraz	Finance and Operations/Gandhi Mahal and MSR	June 30, 2016
Tyler Olson	CEO/SMCpros (Social Media Consulting, LLC)	June 30, 2017
Carolyn Roby	Sr. Vice President, Community Affairs (ret.)/Wells Fargo Community Relations Group	June 30, 2016
Dr. Tara Watson	Chiropractor/ Watson Chiropractic	June 30, 2017

LABOR & COMMUNITY-BASED ORGANIZATIONS (20% Minimum and 2 or more nominated by state labor federations and one joint labor-management apprenticeship program labor organization or training director)	Sprinkler Fitter/Sprinkler Fitters Local Executive Director/Working Partnerships Organizer/AFSCME Council 5 Business Manager/Minneapolis Building and Construction Area Manager, Gas Operations/Center Point Energy	June 30, 2017 June 30, 2017 June 30, 2017 June 30, 2017 June 30, 2017
EDUCATION & TRAINING (Required: ABE; Higher Education)	Interim President Manager, Adult Basic Education	June 30, 2017 June 30, 2017
GOVERNMENT (Required: Economic Development; Job Service; Rehabilitation)	Program Manager/Hennepin County Work Supports Field Operations Area Manager Director of Vocational Services/Rise, Inc. Executive Director/Metropolitan Consortium of Community Developers	June 30, 2016 June 30, 2016 June 30, 2016 June 30, 2016

CONTACT INFORMATION

NAME	ADDRESS/PHONE/EMAIL
CHAIR Carolyn Roby	c/o Minneapolis Employment and Training 105 Fifth Ave So #200 Minneapolis, MN 55415 612-673-6226

VICE CHAIR N/A	
SECRETARY N/A	

LOCAL AREA BOARD SUBCOMMITTEE LIST

Regional Workforce Development Area	Metro #4
Local Workforce Development Area	City of Minneapolis Employment and Training – WDA #10

Committee Name	Objective/Purpose
Youth Council	To oversee the operations of Youth programs.

LOCAL WORKFORCE DEVELOPMENT AREA SUB-GRANTEE LIST

Regional Workforce Development Area

Metro #4

Local Workforce Development Area

City of Minneapolis Employment and Training – WDA #10

Name of Sub-Grantee	Services Provided	Funding Source	Sub-Grantee located in which WFC?	If not in WFC, provide Address, City, State, ZIP Code
Department of Employment & Economic Development	Career, support and training services	WIOA Adult, WIOA & State Dislocated Worker	South & North Minneapolis	
Jewish Family & Children's Services	Career, support and training services	WIOA Adult		401 N 3rd St, Suite 605 Minneapolis, MN 55401-1388
Goodwill Easter Seals	Career, support and training services	WIOA & State Dislocated Worker		Sons of Norway Building 1455 W Lake St. Minneapolis, MN 55408
Hired	Career, support and training services	WIOA & State Dislocated Worker		1200 Plymouth Avenue North Minneapolis, MN 55411 & 310 East 38th Street, Suite 101 Minneapolis, MN 55409
RESOURCE	Career, support and training services	WIOA & State Dislocated Worker		900 20th Ave. S. Minneapolis, MN 55404
WIOA youth providers (see also WIOA youth plan)				

LOCAL WORKFORCE DEVELOPMENT AREA NON-WFC PROGRAM SERVICE DELIVERY LOCATION LIST

Regional Workforce Development Area

Metro #4

Local Workforce Development Area

City of Minneapolis Employment and Training – WDA #10

Name and Location (City)	Program Service Delivered
Jewish Family & Children's Services	Career, support and training services
Goodwill Easter Seals	Career, support and training services
Hired	Career, support and training services
RESOURCE	Career, support and training services
Jewish Family & Children's Services	Career, support and training services

LOCAL WORKFORCE DEVELOPMENT AREA KEY INDUSTRIES IN REGIONAL ECONOMY

- Healthcare
- Manufacturing
- Financial Services and Professional Business Services
- Transportation
- Construction and Specialty Trades
- Information Technology